

Position Description

Position Title	Team Leader Goulburn Flood Recovery Service (GFRS)
Salary & Conditions	FamilyCare Enterprise Bargaining Agreement
Award & Classification	Social, Community, Home Care and Disability Services Industry Award Classification dependent on qualifications and experience
Hours of work	30- 38 hours flexibility required
Department	Child and Family Services
Position reports to	Manager – Child Wellbeing and Family Violence
Performance Review	At six months, then annually thereafter

FamilyCare acknowledge the Yorta Yorta Nation, Taungurung, and Wurundjeri Woi Wurrung people as the Traditional Owners of the land and waterways on which we work, live and support community.

We recognise that past, present and emerging Aboriginal and Torres Strait Islanders are the First Nations people of Australia.

FamilyCare is one of regional Victoria's largest and most progressive community service organisations, with offices across five Local Government Areas: Greater Shepparton, Mitchell, Murrindindi, Strathbogie and Moira.

FamilyCare is the main provider of child and family services in our region and in addition, we provide support to families of children with disabilities, NDIS Support Coordination and a variety of carer support options.

FamilyCare is committed to a community free of all forms of family violence. We respect, empower and support victim survivors and work in a culturally sensitive and family centred way. We believe those who choose to use violence should be accountable for their actions. We work in a collaborative way to improve outcomes for victim survivors and their children.

Vision

Strong families and communities.

Purpose

FamilyCare works with individuals, families and communities to increase wellbeing, build strengths and encourage optimism.

Core Values

The Code of Conduct reflects and supports FamilyCare's core values, which are:



RESPECT

for all people and of their right to reach full potential



EMPOWERMENT

of clients and staff to achieve individual and collective goals



INTEGRITY

actions consistent with beliefs



LEADERSHIP

on issues that impact adversely on individuals, families and community



COMMUNICATION

a commitment to open and ongoing dialogue with all stakeholders



PROFESSIONALISM

in all aspects of our work

Role Summary

The Team Leader will be responsible for the day-to-day operation and administration of a team of Recovery Support workers (RSW) and will ensure holistic strengths based approach is used when supporting families. The role will contribute to the overall services offered by FamilyCare and a culture of quality support services and continuous improvement delivered through FamilyCare.

Key Performance Responsibilities

Service Delivery

1. Ensure client assessments, case work, and planning are conducted consistent with program expectations.
2. Participate in planning and establishment of the GFRS.
3. Lead a team to achieve positive outcomes for clients and meet FamilyCare's standards and guidelines.
4. Ensure program and client records are maintained according to established agency policies and procedures.
5. Establish strong relationships with partner Community Service Organisations (CSOs) and Government bodies, consistent with delegated authority.

Data Collection and Reporting

1. Maintain program administrative requirements including maintenance of comprehensive case notes.
2. Electronic data collection requirements.
3. Provide internal reports to the Manager.

Representation and Advocacy

1. Identify gaps in services available to clients and advocate on their behalf.
2. Attend network meetings and other related local forums or meetings in the recovery phase for Goulburn.
3. Attend internal program and team meetings.

Community Development and Education

1. Increase community awareness regarding issues affecting families and available support services through the provision of information, education and advocacy.
2. Provide specialist consultation to other community agencies and professionals to assist their ability to deliver services to children, young people, and families impacted by the floods.
3. Participate in media initiatives associated with the program when required.

Quality Improvement and Evaluation

1. Contribute as an effective and professional team member at all times
2. Perform all duties in a safe manner
3. Be aware of and contribute to FamilyCare's commitments to continuous improvement
4. Understand and abide by all relevant policies and procedures
5. Participate in regular supervision activities.
6. Lead by example and in accordance with FamilyCare's values.

7. Be aware of FamilyCare's responsibilities to contribute to children's safety and wellbeing and report any concerns about neglect or abuse to a manager, or member of FamilyCare's Executive.

Key Selection Criteria

1. Demonstrated experience in leading teams through major change (i.e. natural disasters)
2. Experience in the co-design and implementation of projects.
3. Strong key stakeholder engagement
4. Ability to manage competing priorities
5. Strong advocacy and report writing experience.

Qualifications

Essential

- Formal qualifications will include but not limited to Bachelor of Social Work, or Psychology or Diploma of Community Welfare Work and other health and community service qualifications relevant to providing a case management service who are experienced

Desirable

1. Previous experience in Disaster Management.

Position Requirements

Satisfactory National Police check	Required
Working with Children Check	Required
NDIS Worker Screen Check	Required/Not required Only required for DSS and NDIS support coordination roles
Valid Victorian Drivers Licence	Required
COVID-19 Vaccination (minimum 2 doses)	Required

Employees who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check on commencement of employment

Employees are required to successfully complete all mandatory competencies in accordance with the Core Competency Training register.

Other Information

Salary packaging offered within prescribed guidelines.

FamilyCare Enterprise Agreement has provision for salary and conditions over and above of SCHADS Award base rates.

All employees are bound to work according to the policies and procedures of FamilyCare, the Agreement and Award that provides their terms and conditions of employment and the FamilyCare Code of Conduct.

All employees must to take reasonable care of their own health and safety, as well as that of other people who may be affected by their conduct in the workplace.

FamilyCare promotes a respectful and safe workplace environment that does not tolerate or excuse any forms of violence including family violence.

FamilyCare is committed to:

- ensuring the safety of children;
- respecting diversity; and
- providing a workplace free from discrimination and harassment.

INCUMBENT STATEMENT

I, _____ have read, understand and accept the
above Position Description

Signed: _____

Date: _____